



Sample Cover Letter

March 20, 20XX

Ms. Mary Smith
Hiring Manager
XYZ Company
123 Main Street
Anytown, New Jersey 08611

Dear Ms. Smith,

I am responding to your job posting on [websitename.com](#) for the Call Center Specialist position at your New Jersey headquarters. I have extensive experience as a call center agent. As a team lead, I have thrived on educating and mentoring other agents, which fits perfectly with your strong training culture and customer service focus.

In my current position, I am a call center agent for a large telecom company where I have progressed from a data entry operator, to an entry-level call center agent, to my existing role as a team lead in the call center. My strong communication skills, both verbal and written, and excellent computer and phone skills contributed to my advancement. I repeatedly ranked in the top 10 of our monthly Customer Service Agent Excellence Survey. I have excelled in the call center environment, and believe that my experience and skills in this environment will be extremely valuable to XYZ company.

I would appreciate an opportunity to discuss how my background and experience could benefit your organization. I will contact you shortly. You can reach me via email at [myname@email.com](#), or by phone at (555) 555-1234.

Thank you for your time and consideration.

Sincerely,

(signature)

Pat Samples

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